

New Waterbury License Center is More Customer Friendly

By Ernie Bertothy

Bigger, brighter and more welcoming.

These were some of the words DMV employees used to compare the agency's new photo license center to its former location inside Waterbury's Brass Mill Center. The office, which opened on Nov. 23, replaced a smaller location on the opposite end of the shopping mall. The new office offers a more pleasant appearance, greater space and improved convenience. Open Wednesdays and Fridays, the new license center is DMV's gift to the Waterbury area just in time for the holiday shopping season.

"This new office will be great for the citizens of the Waterbury area," said Deputy Commissioner Willie Ramirez, who coordinated the move. "The DMV would like to thank General Growth Properties-Brass Mill Center and its general manager, Tony Guerriera, for giving the agency an opportunity to expand for customers and be in a more exposed location within the mall."

Rosemary Andrade, of the Waterbury Branch Office, worked the first day at the new Brass Mill location and appreciated the new spot.

"It has many benefits," Rosemary said.

The office, located on the first floor next to Filene's, looks more like a trendy retail shop from the outside than a non-descript government work-

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Rosemary Andrade, of the Waterbury Branch Office, and Matt Brien, a field service technician from Visage worked at the Photo License Center on opening day.

■ Tales of Customer Service

Inside DMV is a Wealth of Information

By Kelly Manning

Communication is getting better with "Inside DMV."

With the launch of "Inside DMV," an internal Intranet site exclusively for DMV employees, earlier this month, employees have information at their fingertips.

"I believe in providing as much information as possible in a timely and efficient manner," Commissioner Ralph Carpenter said. "This communication tool is a one stop-shop that all employees should use to their advantage."

Employees are encouraged to visit "Inside DMV" at www.ct.gov/insidedmv/ on a daily basis to stay up-to-date on events happening within the agency, the governor's office or DMVs across the country. No one will be left out on knowing about "What's Happening Today" because events, such as holiday parties, ERC contests and blood drives, will be posted under that column on the Intranet's homepage daily.

"This site will better unite us as an agency," said Bill Seymour, of Corporate and Public Relations. "With so many locations across the state, it is a great way for everyone in the agency to be on the same page."

All of the agency's administrative policies and procedures are available on the site and further divided into categories so employees can easily access them. When a DMV policy or procedure changes, the site will not only reflect that change, but will ensure that all employees are aware of it by posting a notice on the homepage.

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New License Center Offers Improved Convenience

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place. An end-to-end glass wall, similar to many other shops along the two-floor shopping center, separates the agency's office from the mall's walk space.

Bob Russo, the Waterbury Branch Office manager, who also supervises this DMV license center, welcomed customers at 10 a.m. when the new center opened for its first business day.

"Come on in," said Bob, who opened the double glass doors to greet five customers.

Upon entering the center, customers were also greeted by a large DMV sign and only had to walk a few steps before reaching a counter where a DMV employee was waiting to offer help.

This layout not only ensures a smooth transaction, but also aids the staff.

"They walk in and we're right there," said Rosemary, who was working at the counter space closest to the doorway, in between taking license photos. "We can make sure they have the right documents, so they have what they need before they go up to the (payment) desk."

Pat Fischer, a six-year DMV employee, worked in tandem with Rosemary on this day. Pat verified documentation and collected fees at a brisk pace before Rosemary completed many prompt transactions.

"Wow, is this fast," said one customer, who was handed a new license less than five minutes after walking in the door.

Pat, who also staffed the agency's previous location in the

mall, said the DMV's new venue was clearly an upgrade. Its new appearance can be uplifting.

"It's real nice place to walk into in the morning," said Pat, who noted the newness of the office.

The office's added size also spruces up its presentation. It's roughly three times the size of the old mall location, which only provided three chairs and only a tiny waiting room for customers.

"It's easier to communicate with customers with this extra space," Rosemary said. The new location provides 11 chairs with several park benches immediately outside the door.

While customers have extra room, DMV employees will also enjoy some new amenities, such as a bathroom and a break area with a small table – the previous location had neither.

The new room also has better lighting, which is an advantage, Rosemary said.

"It's just so much brighter," said Rosemary. "I think the people coming in are going to feel like it's a more professional place."

Steve Cochran of IST and Matt Brien, a field service technician from Visage, were both on hand to provide technical assistance the first day the location was open.

Pat was completely happy with the new spot in the mall.

"It's totally awesome," Pat said.



ERC Planning Activities for 2006

By Marj Knecht

Employees said that Employee Recognition Committee's Lyman Orchard pies and breads provided a sumptuous ending to their Thanksgiving dinners. The ERC gratefully acknowledges Michele Walden's hard work in the ordering and distribution of these special treats.

As 2005 comes to an end, the ERC is busy planning next year's calendar. Among the proposed activities is "ERC Kick-Off Week" in which ERC members will visit various DMV units and offices to discuss ideas for future events and activities. The ERC members will also provide additional information to employees, such as the schedule of meetings, to increase participation. They are always welcoming new committee members.

Also on the agenda is the preliminary preparation for the "Spring Gathering," ERC's annual agency wide party. Plans are also underway for another Bake-Off Contest and Children's Day, as well as, DMV Staff Days and various fundraisers. Look for announcements about ERC events in this newsletter, on the DMV Intranet site and posted around the agency.

The ERC takes this opportunity to extend its best wishes for a very Merry Christmas and a Happy and Healthy New Year to all agency staff and their families.

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Bridgeport Office

The Bridgeport Office created a "Victorian" Christmas tree and theme throughout the office. They had their in-house Christmas party and Secret Santa on December 20. Food was catered so that everyone could enjoy the festivities and no one would have to cook! Office Manager, Carol Sinnott was especially appreciative of this! The offsite holiday party was on December 11 at the Country House Restaurant in East Haven. Everyone had a great time!

Also, Bridgeport branch employees have kindly adopted The King's Pantry in Bridgeport as their Christmas charity. The pantry provides services to the homeless and needy senior citizens and does an outreach for needy community kids in the Bridgeport area.

Danbury Office

The Danbury Office is getting in the holiday spirit. The trees are up, the lights are on and the Christmas music is playing. The staff's holiday party was December 22 with a Secret Santa exchange.

The branch would like to welcome two new employees, De'Bree Robinson and Lee Goodrow. Best of luck to both of you!

Also, Danbury employees would also like to wish the DMV family a happy and healthy holiday season.

Enfield Office

Charlotte Cardona was surprised with a "Grammy Baby Shower" on November 22. Her first grandchild, who is going to be a baby girl, is due in January, so the office had a celebration for her. They had great food and she received many gifts to supply her house with. Her son, Rich, and his wife, Kelly, joined them later in the day to watch 'nana' open her presents.

Another congratulations goes out to JoAnn St. Germain and her husband. She just found out she's having a baby, who is due in July.

Enfield Office employees have also been decorating the office for the holidays. Their in-house Christmas party was December 22, which was catered by RosieMar Caterers.

The office would like to wish everyone and their families a wonderful holiday season.

Hamden Office

The Hamden Office would like to wish everyone a Merry Christmas and a happy and safe New Year! Also, a happy birthday to all employees with December birthdays.

The employees would like to wish Allen Spaziana well and a speedy recovery. He has been out of the office and they hope to see him soon.

Charlayne Sierota, we hope your son-in-law is doing well. Best wishes to him and we hope he gets well soon!

Also, a thank-you goes out to Cindy Szombathy on a

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great job decorating the office. It looks wonderful!

Lastly, congratulations to Peter Gruener on your new position as a supervisor, and Debbie Natorino on your new position as head examiner.

Human Resources

The Human Resources and Payroll staff welcomed Carol Damelio to the Payroll Unit in November, as Jessica Mansolf returned to Fiscal. Thank you, Jessica and welcome aboard, Carol! Carol joins three other staff members with the same first name, Carol Moriarty, Carol

Spencer and Carol Sullivan, which can get confusing when all four Carols are in one location and someone calls out, "Carol?"

With the assistance of the Department of Children and Families (DCF), Human Resources and Payroll Unit adopted a family for Christmas instead of exchanging gifts with each other. When told of the items that the family, who consisted of a married couple with five children, desperately needed, the gift spreadsheet expanded and staff members quickly committed to provide gifts.

Like a snowball, as the gifts were assembled, the project grew, and even included staff from other DMV units, including Mary Lynch, of Branch Operations, Eyvonne Parker-Bair, of Hearings Representation, and Iris Astacio, of Compliance Review.

The family was treated with winter coats, hats, gloves, scarves, pajamas, sweaters, jeans, sweats, socks and toothbrushes. The children also got toys, which included a soccer ball,

football, truck, rug bowling game and candy. Household items they received included kitchen and bath towels, a shower curtain, bath rugs, a crock-pot and toaster oven.

When DCF social worker, Rosemary Perez-Soto, acknowledged that used clothing would also be appreciated, suddenly several bags of gently-used clothing appeared. When word was received that one of the bedroom dressers didn't have a drawer front, a friend of an HR staff member arranged to deliver two dressers to DCF for the family.

Lunch breaks were fun for Human Resources as they all checked out each others' gifts, then wrapped them. DCF will pick-up and deliver the items and the only disappointment is that contributors can't see the family's faces as they open their gifts. But then again, seeing the fun on the faces of the HR and Payroll staff, as they found the perfect item for their family was great. It was a wonderful idea that was embraced by everyone and will now be H.R.'s and Payroll's tradition.

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Judy Long, of Document Integrity, and Gayla Daigle and Robin Garrison, of Driver Services, packed up the items that the Bureau of Standards, Integrity and Training donated to the two families they adopted.

“Inside DMV” a Reference Tool for Employees

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Interested employees should also visit employment and educational opportunities, which will be updated regularly on the site. Employees will have access to job openings at the DMV and other state agencies, as well as exam announcements and the ability to look up job specifications.

Training services and other educational information will also be obtainable on the site. Employees can become familiar with the classes that the Department of Administrative Services offers, as well the in-service training available for state employees.

“Inside DMV” is also an excellent reference tool for employees. Staff members should utilize all of the legal material available and other references the site provides, including Title 14, legislative summaries, the list of registration class codes and Cater instructions.

Internal information, such as the employee phone directory, forms, related publications and the organization chart will be on the site as well.

Special thanks to members of the Web Content Committee, who helped create the site, including, Yolanda Cruz, of the Phone Center, Lynn Zelek, of Customized Services, Lori Munson, of Dealer and Repairers, Anne Fairbanks, of

Human Resources, Cindy Cooper, of Medical Review, Miriam Rodriguez, of Insurance Compliance, Marcella Muhammad, of Support Services, Debra Rashid, of Document Integrity, Sue Hopkins, of the Bureau of Standards, Integrity and Training and Mark Kosh, of Fiscal, as well as Mario Mezzio from the Department of Information Technology.

“It was exciting to be a part of this project,” Lynn said. “I hope the Intranet site will become a part of the DMV culture.”

Employees should be on the look out for new additions on the site, including a new photo gallery section, where staff members can submit photos. A link to Human

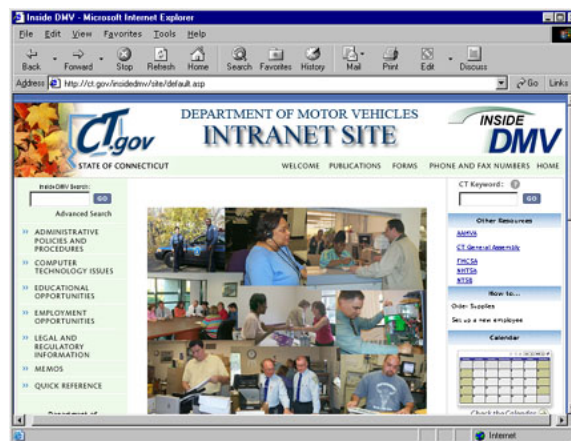
Resources information is also being developed, which will include benefit information and H.R. forms.

“The goal is to constantly find ways to improve the site for DMV employees,” Bill said.

While the site is still in the development process, all ideas or suggestions are welcome.

Please e-mail feedback to Kelly.Manning@dmvct.org.

“Inside DMV” was created to make your life easier,” Commissioner Carpenter said. “I hope all employees visit this site frequently and benefit from what it has to offer.”



■ Helping Others

DMV Employees Responded Generously in Campaign for Charitable Giving Donations

By Ernie Bertothy

When asked to give, DMV employees responded generously.

DMV employees contributed a total of \$25,197 to the annual Connecticut State Employees' Campaign for Charitable Giving. The amount marked an increase of about \$7,000 from last year, said Deputy Commissioner Tony Portanova, the agency's coordinator for the event.

“I'd like to thank everyone who contributed to this worthwhile cause,” Deputy Commissioner Portanova said. “Surpassing last year's total illustrates just how much this agency cares about helping those in need.”

About 200 employees contributed to this year's campaign, which began in September and ended earlier this month. It offered employees the opportunity to give to any of a list of roughly 900 charities.

Deputy Commissioner Portanova gave special thanks to Barbara Gough, of the Deputy Commissioner's Office, along with all the participants of the State Employee Campaign committee.

He also praised the efforts of Catherine Dell'Oro, of Audit Services, Maureen Doyle, of Legal Services, Cindy George, of Human Resources, and Gina Gianni, of Affirmative Action, for their roles in several campaign-related events. Events, such as the first-ever Halloween Harvest Festival at the Rowland State Government Center, “DMV Day” and the Kenny Rogers ticket contest, combined to raise \$765 for the campaign.

Employees who gave \$250 or more should receive a receipt for tax purposes, according to the campaign's Web site. People who contributed less than \$250 should retain their final pay stub of the year or make a copy of their pledge card for proof of donation.

Employees had the option of a payroll deduction or a one-time donation.

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Marilyn Lukie of Medical Review, Kathy Flanagan-Beal of Driver Services, Richard Cosgrove and Patty Piscottano of the Bureau of Administration serve pizzas during the holiday party at the Wethersfield Office.

New Britain Office

Seasons Greetings from New Britain employees, who have a lot of exciting things to tell.

Estelle Garcia's son, Alex, went on a trip to New Zealand with the Global Expedition for a teen missionary. It was a very rewarding experience for him.

Tiffany Nguyen and her family are taking a trip to Paris for her birthday this month. How great is that! You better take lots of pictures.

Mary Graziosa went to Las Vegas for her birthday and rode two laps around the NASCAR track in the #8, Dale Jr.'s car. She had a great time even though she came home empty handed, no money, no Elvis.

Amelia Ondrush has been giving knitting lessons to anyone all interested during breaks.

Scarves, scarves everywhere!

On November 22, Michele Lagace 's grandmother-in-law turned 100. Obviously she never worked for DMV, no stress. Congratulations to her.

Get well wishes to Steve Wroniak and Holli Collins. Both had surgery and are doing well.

An 8-foot snowman has invaded Betty McCue's office, along with his 50 other friends.

We can't decide what to call him, what about Patty O'Snowman?

For those who don't know, Lisa Miribelli is expecting a new baby. We all love her and wish her and her family all the best.

We held an in-house catered Christmas party on Dec. 22 with a Secret Santa grab bag. Lots of good food and fun to break up the day.

Wethersfield Office

Our holiday party at the Hawthorne Inn was a blast. Thank you Jennifer Pelletier for organizing it. You did a great job! Thank you to the attendees from the New Britain office. We hope you had a good time. We would like to wish everyone and their families a safe and healthy holiday season.

Wethersfield Branch's thought for the month: Keep your eyes peeled for the "good doobee" from Romper Room!

A note from Mary Lynch- Branch Operations

I would like to take this opportunity to thank all of you for your generosity to a co-worker in her time of need. I had recently sent out an email telling you all about a Norwalk Branch employee, Carol Edwards, who lost everything in an apartment fire. I am happy to tell you all that we were able to present Carol with over \$1500.00 in cash and gift cards. In addition, many clothing items for her son, a TV, blankets, towels and other toiletries were also donated.

Again, thank you all for your generosity and Happy Holidays!

Mary Lynch

H.R. Thought You Should Know

How DMV Employees Can Prevent Stress

Many employees experience stress. The natural response to sudden and unexpected events is often frustration and a belief that certain things could have been avoided.

Some stress we can't control well, such as our response to natural disasters or serious financial problems. But, the reality is that most stress is caused by our negative thoughts in response to situations and events.

The good news is that we can control the way we think. To intervene quicker and experience less stress, ask yourself, "What can I do to manage this situation?" Ask yourself this question before you let frustration take over you, and use it as a key health management strategy. This strategy takes you out of the victim role that emphasizes helplessness-the most stressful feeling of all.